

*“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”*

**PUBLIC GRIEVANCES COMMISSION**  
**GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI**  
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110  
Tel Nos. 011-23379900-01 Fax No.011-23370903  
E mail: [pgcdelhi@nic.in](mailto:pgcdelhi@nic.in)

**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated**  
**25.9.97**

Date of hearing: 16.02.2021

Complainant : Sh. Mukesh Bansal.  
Respondent : The Chief Executive Officer,  
Delhi Jal Board, GNCTD  
Grievance No. : PGC/2020/A.II/DJB/66

**1. Brief facts of the case**

1.1 Shri Mukesh Bansal, filed a grievance petition before Public Grievances Commission, aggrieved by serious errors in billing of four water connections in building at 24/3, Shakti Nagar, Vyas Marg, Delhi.

**2. Facts emerged during the proceedings.**

2.1 None present on behalf of the respondent department nor any action taken report filed.

2.2 After the proceedings were over, Sh.Ankit Rana, MI on behalf of ZRO(North)-I, DJB, appeared and filed an action taken report. It is stated in the report that the complaint of Sh. Mukesh Bansal has been resolved by DJB.

Copy of the email letter dated 15.2.2021 sent to PGC is enclosed.

2.3 An e mail dated Feb.15,2021 has been received from the complainant in which it is stated that the complaint was attended by the Inspector a couple of months back and the same stands resolved now. He has thanked the Commission for attention and redressal of his grievances.

**3. Directions :**

3.1 In view of the action taken by the respondent department in resolving the grievances of the complainant which has been confirmed by the complainant vide his e-mail letter dated 15.2.2021 sent to PGC, the case stands disposed of in the Commission.

(MRS. MADHU SHARAN)  
MEMBER(PGC)

No.PGC/2020/A.II/DJB/66

Date:

1. The Chief Executive Officer, Delhi Jal Board, GNCT of Delhi, Varunalaya, Phase- II, Karol Bagh, New Delhi-110005.
2. The Nodal Officer, Delhi Jal Board, GNCT of Delhi, 5<sup>th</sup> floor, Varunalaya, Phase-II, Karol Bagh, New Delhi-110005.
3. Shri B.L. Kuru, Public Grievances Officer, Delhi Jal Board, GNCT of Delhi. E mail: [ee.blkuru1963@gmail.com](mailto:ee.blkuru1963@gmail.com)
4. Shri Mukesh Bansal.